

What can you expect from AVS?

When an AVS action is questioned or disputed, decision-makers at every level of the AVS management chain are expected to thoroughly review the matter and be accountable for the answers provided.

AVS is proud to work on behalf of the American public to continually improve safety in our skies.

Office: _____

My manager's office address: _____

My supervisor's name: _____

My supervisor's telephone #: _____

My office manager's name: _____

My office manager's telephone #: _____

Regional Division Manager: _____

Regional Division Manager telephone #: _____



**Federal Aviation
Administration**

**Our
Commitment
to You**



**Consistency and
Standardization**

Consistency and Standardization Initiative Principles

As a member of the aviation community, you can expect from us:

- Service that promotes a safe, secure, and efficient aviation system
- Considerate, respectful, and professional service
- A clear explanation of the requirements, alternatives, and possible outcomes associated with your inquiry or request
- A timely and complete response to your inquiry or request
- A clear explanation of our decisions
- An environment without fear of retribution if you challenge our decisions
- Fair and careful consideration of your issue
- Clear guidance on how you can elevate your concerns to the next higher level of authority

We ask you to:

- Understand that the FAA's first priority is safety
- Display the same level of professionalism with which you wish to be treated
- Provide all pertinent information in a timely manner
- Use our "chain-of command" to elevate your concerns

We share the responsibility to work together with mutual respect and integrity to continue making the U. S. aviation system the safest in the world.

Consistency and Standardization Review Checklist

Have I considered?

- ☐ The issue
- ☐ All perspectives on the issue
- ☐ Information and materials presented to the FAA for consideration by the user/applicant
- ☐ Type of review conducted (telephone call, meeting, etc.)
- ☐ Meetings or telephone calls to the user/applicant to get their version of the situation
- ☐ Relevant regulations
- ☐ Relevant FAA guidance (i.e., AC's Orders)
- ☐ Applicable legal interpretations or decisions (precedents)
- ☐ Ambiguities or inconsistencies in regulations and guidance or in correspondence received from the user/applicant (explain)
- ☐ Prior FAA history with this user/applicant (issues, decisions, etc.)
- ☐ Offices, regions, or directorates that have dealt with this user/applicant on this or other issues
- ☐ Prior FAA history or decisions with other users/applicants on this or similar issues (precedents)
- ☐ Any other questions deemed appropriate
- ☐ List agreed upon facts that apply to this issue

Is there chronological documentation of the reviews accomplished at each level?